1. ExtraView (EV)
   a. NETS met with the CISL EV team on common issues
      i. Opened WRs to address a number of issues including emailing tickets in
   b. NETS addressed a number of NETS specific EV issues
      i. Updated both NETS web ticket submittal pages to try and make more user friendly:
      ii. Opened WRs to correct a number of other issues
         1. A number of resolutions are pending EV upgrade
      iii. Would like to create a friendly user group to test new features, changes, etc.

2. Phones/Phonemail
   a. NETS addressed a number of issues
      i. Opened WRs to correct a number of issues
      ii. Going to create a “Phone Tip” Today and adminnet monthly item that will also be stored on the web in a Helpful Hint section
         1. Possibly attend Admin Brown Bag
      iii. Create a friendly user group to review web pages/instructions/change notifications

3. Worked with relevant groups on negative surveys
4. Working on wireless in CG
5. Still need to work with CISL on general issues identified including VPN, Security, etc.